

**DEPARTMENT OF SOCIAL AND HEALTH SERVICES
MEDICAL ASSISTANCE ADMINISTRATION
Olympia, Washington**

To: All Providers
Managed Care Plans
Regional Administrators
CSO Administrators

Memorandum No. 02-89 MAA
Issued: December 1, 2002

For further information, call:
1-800-562-6188

From: Douglas Porter, Assistant Secretary
Medical Assistance Administration (MAA)

Supersedes: 01-75 MAA

Subject: Year 2003 Healthy Options, Basic Health Plus, Primary Care Case Management, and CHIP Updates

Effective for dates of service on and after January 1, 2003, the following changes apply to Healthy Options (HO), Basic Health Plus (BH+), Primary Care Case Management (PCCM), and Children's Health Insurance Program (CHIP) clients.

Year 2003 Changes

Healthy Options/Children's Health Insurance Program

- **New Healthy Options/CHIP Plan:**

Asuris Northwest Health is a new HO and CHIP plan for 2003 available in Spokane county only. The identifier on the client's Medical ID card is "**ANH**" for HO and CHIP clients.


- **County Changes:**

The plans available in a number of counties have changed in 2003.
See Attachment I for details about service areas.

Note: Some plans are accepting clients only in certain areas of a county. HO plans have limits on the number of clients they can accept in each county. Consequently, the availability of plans in an area may change during the year, as the plans reach the limit of enrollees they can accept, or add to their provider networks. Please call the plans and/or check: <http://maa.dshs.wa.gov/ipndweb> for the latest information on each county.

- ✓ Asotin County will continue to be fee-for-service (FFS) only. Clients may go to any provider who accepts Medical Assistance's FFS reimbursement. FFS means that clients, at no cost to themselves, can receive covered services from any provider who accepts the Medical Assistance Administration's (MAA) reimbursement on a fee-for-service basis. The provider must bill MAA directly.
- ✓ In the following 10 counties, enrollment is voluntary for HO and CHIP clients:

Clallam	Jefferson	Snohomish	Whitman
Columbia	Kittitas	Thurston	
Garfield	Klickitat	Wahkiakum	

 **Note:** Counties designated as “voluntary” may change during the year, depending on the availability of providers in the plans’ networks (check the Plans by County page at <http://maa.dshs.wa.gov/ipndweb> for the latest information.)

In the 10 counties listed above, clients eligible for HO or CHIP can either enroll in the plan(s) that is accepting new clients in that county or choose fee-for-service. MAA will not assign clients who do not choose a plan voluntarily. These clients will receive medical services on a fee-for-service basis.

All other counties not listed above are mandatory. Clients eligible for HO or CHIP must enroll in managed care.

Basic Health Plus

- **New BHP+ Plan:**

Asuris Northwest Health is a new BH+ plan available in Spokane county only. The identifier on the client's Medical ID card is “**ANHP**” for BH+ clients.

See Attachment I for details about service areas and managed care plans.

Primary Care Case Management (PCCM)

There are no changes in the PCCM program at this time. Currently, American Indian/Alaskan Native clients enrolled with PCCMs have “PCCM” listed in the HMO column on their DSHS Medical Identification card. Providers must contact the PCCM prior to providing non-emergent services. The name and telephone number of the PCCM is located in the bottom right-hand corner of the client's Medical Identification card.

Healthy Options Enrollment Forms and Packets

The DSHS Forms and Publications Warehouse is closing December 31, 2002. To obtain HO Sign-Up Forms, you may go to: <http://www.wa.gov/dshs/dshsforms/forms/eforms.html>.

There are separate sign-up forms for mandatory (13-664GM) and voluntary (13-664GV) counties. These forms have been updated for 2003.

To obtain copies of the HO packet, you may order them on-line from the Department of Printing's website: <http://www.prt.wa.gov>. Click on "Shopping", then "General Store," then "Choose by Agency," then "Medical Assistance." The packet has been re-designed for Year 2003. Be sure to choose the correct packet from the list: *Healthy Options Voluntary Packet* or *Healthy Options Mandatory Packet*.

Both packets contain a sign-up form, instruction booklet, American Indian/Alaskan Native information, and health plan information. The voluntary packets also contain information on the difference between fee-for-service and managed care.

To obtain this memorandum and the attachments electronically, go to MAA's website at: <http://maa.dshs.wa.gov/Download/dmn/memos02.html>

For more information on HO, BH+, and CHIP providers, go to: <http://maa.dshs.wa.gov/ipndweb>.

Attachment I - Carrier List

Attachment II - List of Program Managers

Attachment III – Map of HO/SCHIP Service Areas 2003

Attachment IV – Map of Basic Health Plus Services Areas 2003

This is a blank page.

ATTACHMENT I

MEDICAL ASSISTANCE ADMINISTRATION HEALTHY OPTIONS, BASIC HEALTH PLUS, AND CHILDRENS' HEALTH INSURANCE PROGRAM CARRIERS Effective January 2003

Contact carriers for billing addresses and authorization information. Some of the plans only cover partial county areas and there may be changes during the year—please contact the plan and/or check the Provider Directory web site, Plan by County Page: <http://maa.dshs.wa.gov/ipndweb>

PLAN NAME	COUNTIES (Note: May be only partial coverage)	PLAN CONTACT	CLIENT CONTACT	PLAN ID
Asuris Northwest Health Plan Post Office Box 91130 Mail Stop BR325 Seattle, Washington 98111	<u>HO, BH+ and CHIP</u> Spokane	Valerie Martinolich (253) 573-3248 FAX: (253) 573-3253 vmartinolich@regence.com Hazel Castillo (206) 573-3035 FAX: (206) 573-3252 <u>PHARMACY CONTACT</u> Linda Sturm (206) 464-8068 FAX: (206) 287-5865	1-866-240-9560 (HO) 1-866-240-9580 (BH+) 1-866-240-9560 (CHIP)	ANH <i>ANHP</i>
Columbia United Providers 19120 SE 34 th St., Suite 201 Vancouver, Washington 98683	<u>HO, BH+ and CHIP</u> Clark, Cowlitz, Klickitat*, Skamania, Wahkiakum *partial county	Cindy Orth (360) 449-8867 FAX: (360) 449-8862 E-mail: corth@cuphealth.com <u>PHARMACY CONTACT</u> Hi School Pharmacy Gina Garrison (360) 231-2312	1-800-315-7862 (HO) 1-800-315-7862 (BH+) 1-800-315-7862 (CHIP) (360) 891-1520	CUP <i>CUPP</i>

ATTACHMENT I

PLAN NAME	COUNTIES (Note: May be only partial coverage)	PLAN CONTACT	CLIENT CONTACT	PLAN ID
<p>Community Health Plan of Washington 720 Olive Way, Suite 300 Seattle, Washington 98101-9619</p>	<p><u>HO, BH+ and CHIP</u> Adams, Benton, Chelan, Clark, Cowlitz, Douglas, Ferry, Franklin, Grant, Grays Harbor, Island, Jefferson, King, Kitsap, Klickitat, Lewis, Lincoln, Mason, Okanogan, Pacific*, Pend Oreille, Pierce, Skagit, Skamania, Snohomish, Spokane, Stevens, Thurston, Walla Walla, Whatcom, Yakima</p> <p>*partial county</p>	<p>Annette English (206) 613-8940 Fax (206) 521-8834</p> <p><u>CUSTOMER SERVICE</u> 1-800-440-1561 FAX: (206) 521-8834</p> <p><u>PHARMACY CONTACT</u> Express-Scripts 6625 West 78th Street Bloomington, MN 55439 1-800-233-8065</p>	<p>1-800-440-1561 (HO) <i>1-800-440-1561 (BH+)</i> 1-800-440-1561 (CHIP)</p>	<p>CHPW <i>CHPP</i></p>
<p>Group Health 521 Wall Street Seattle, Washington 98121</p>	<p><u>HO, BH+ and CHIP</u> King, Kitsap, Pierce, Snohomish, Spokane</p> <p><u>BH+ ONLY</u> Thurston, Walla Walla, Whitman</p>	<p><u>PROVIDER SERVICES</u> (206) 988-2000 FAX: (206) 988-2001</p> <p><u>PHARMACY CONTACT</u> Doug Beeman (206) 901-4424 FAX: (206) 901-4410 E-mail: beeman.dw@ghc.org</p> <p><u>OPERATIONS QUESTIONS</u> Jean Kindem 1-800-497-2210, ext .7124 FAX: (509) 241-7604 E-mail: kindem.j@ghc.org</p> <p><u>MARKETING, CONTRACT MANAGEMENT & POLICY INFORMATION</u> Bob Moore (206) 448-6110 FAX: (206) 448-4271 E-mail: moore.rt@ghc.org</p>	<p>1-800-901-4636 (HO) <i>1-800-901-4636 (BH+)</i> 1-800-901-4636 (CHIP)</p>	<p>GHC <i>GHP</i></p>

ATTACHMENT I

PLAN NAME	COUNTIES (Note: May be only partial coverage)	PLAN CONTACT	CLIENT CONTACT	PLAN ID
Kaiser Foundation Health Plan of the Northwest 500 N.E. Multnomah, Suite 100 Portland, Oregon 97232-2099	<u>BH+ ONLY</u> Clark, Cowlitz	Amy Malone (503) 813-4148 FAX: (503) 813-3985 <u>ELIGIBILITY QUESTIONS</u> 1-800-813-2000	1-800-813-2000 (BH+)	KHPP
Molina Healthcare of WA Inc. PO Box 1469 Bothell, Washington 98041 21540 30 th Dr. SE, Suite 400 Bothell, Washington 98021	<u>HO, BH+ and CHIP</u> Adams, Chelan, Columbia, Douglas, Franklin, Grant, King, Lincoln, Okanogan, Pierce, Spokane, Walla Walla <u>HO and CHIP ONLY</u> Adams, Benton, Chelan, Clallam, Columbia, Cowlitz, Douglas, Franklin, Garfield, Grant, Grays Harbor, Island, King, Kitsap, Lewis, Lincoln, Mason, Okanogan, Pacific, Pend Oreille, Pierce, San Juan, Skagit, Snohomish*, Spokane, Thurston, Walla Walla, Whatcom, Whitman, Yakima *partial county	<u>CONTRACT ISSUES</u> Claudia St. Clair 1-800-869-7175 FAX: 425-487-8987 <u>PROVIDERS, HOSPITALS, INTERESTED PARTIES</u> Laurel Lee 1-800-869-7175 FAX: 425-487-8987 <u>PHARMACY CONTACT</u> Shea Wilson 1-800-869-7175 FAX: 1-800-869-7791	1-800-869-7165 (HO) 1-800-869-7165 (BH+) 1-800-869-7165 (CHIP)	MHC MHCP
Premiera Blue Cross Inc. PO Box 12890 Seattle, Washington 98111-4890	<u>HO, BH+ and CHIP</u> Island, King, Kittitas, Pacific, Pierce, Stevens, Whatcom, Yakima <u>BH+ ONLY</u> Asotin, Garfield, Whitman <u>HO and CHIP ONLY</u> Ferry, Pend Oreille	<u>REFERRAL CONCERNS</u> 1-800-241-1796 <u>CONTRACTING CONCERNS</u> 1-800-422-0032, Ext. 5330 <u>ELIGIBILITY, BENEFITS AND CLAIMS CONCERNS</u> 1-800-427-7272 FAX: (425) 670-5332 or (877) 222-6584 <u>PHARMACY CONTACT</u> 1-800-922-1557	1-800-427-7272 (HO) 1-800-691-3072 (BH+) 1-800-427-7272 (CHIP)	PBC PBCP

ATTACHMENT I

PLAN NAME	COUNTIES (Note: May be only partial coverage)	PLAN CONTACT	CLIENT CONTACT	PLAN ID
<p>Regence Blue Shield Post Office Box 21267 Seattle, Washington 98111-3267</p> <p>Basic Health Mail Stop: BR-305</p> <p>Healthy Options Mail Stop: BR-390</p>	<p><u>HO, CHIP, and BH+</u></p> <p>Clallam, Island, King*, Pacific, Pierce, San Juan, Skagit, Yakima</p> <p>*partial county</p> <p><u>BH+ ONLY</u></p> <p>Grays Harbor, King, Lewis, Whatcom</p>	<p>Valerie Martinolich (253) 573-3248 FAX: (253) 573-3253 vmartinolich@regence.com</p> <p>Hazel Castillo (206) 573-3035 FAX: (206) 573-3252</p> <p><u>PHARMACY CONTACT</u> Linda Sturm (206) 464-8068 FAX: (206) 287-5865</p>	<p>1-800-669-8791 (HO) <i>1-800-560-5731 (BH+)</i> 1-800-669-8791 (CHIP)</p>	<p>RBS RBSP</p>

Department of Social and Health Services
 Medical Assistance Administration
 Division of Program Support
 November 15, 2002

ATTACHMENT II

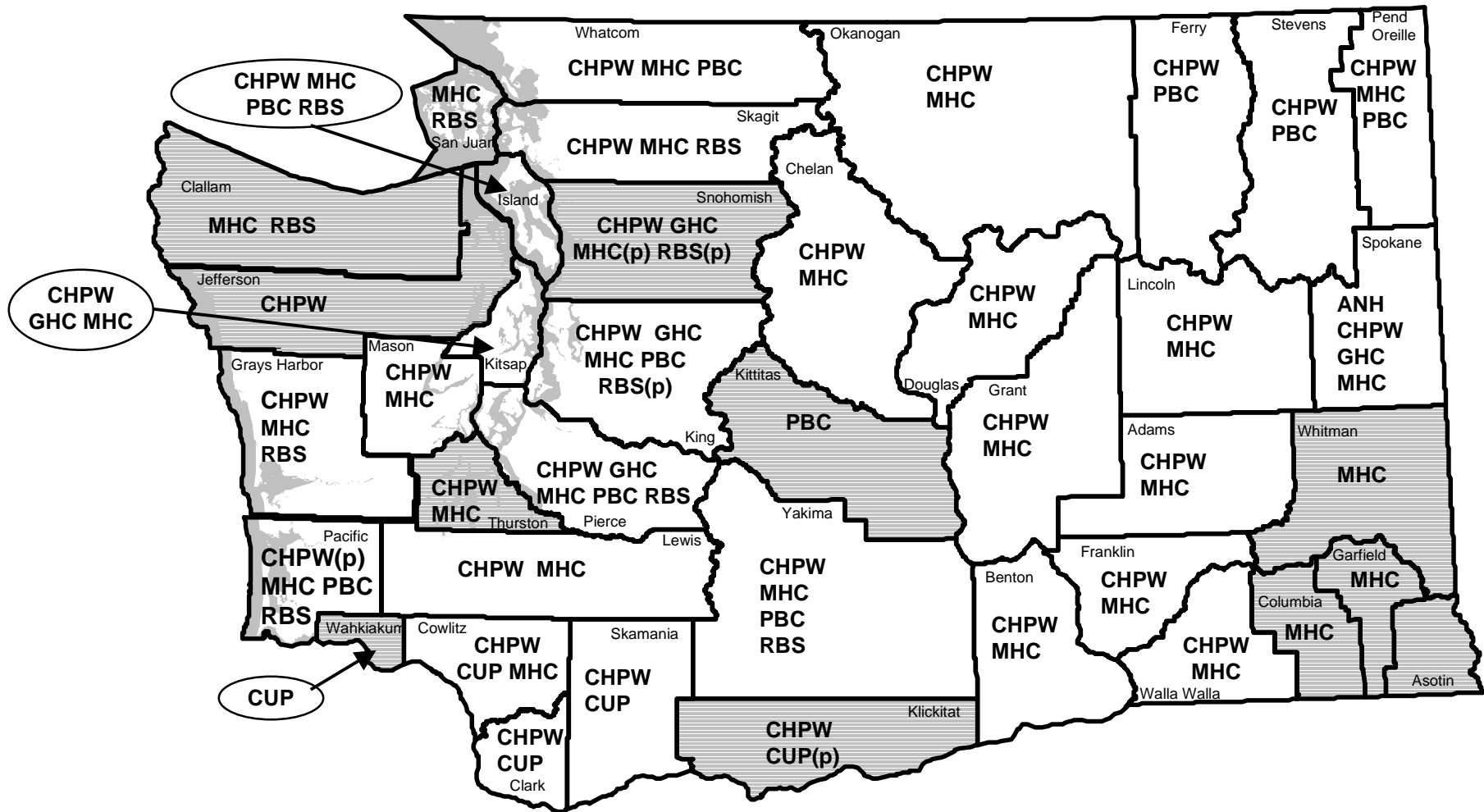
MANAGED CARE CONTRACTS SECTION ASSIGNMENTS

Peggy Wilson, Section Manager
 Telephone: (360) 725-1731

STAFF	PHONE	PRIMARY MANAGED CARE FUNCTION	COUNTY COORDINATION
Andree Balzer balzeaa@dshs.wa.gov	(360) 725-1660	PREMERA Blue Cross (PBC)	Pierce, Lincoln, Spokane, Whitman
Amandalei Bennett bennea@dshs.wa.gov	(360) 725-1646	Molina Healthcare of Washington, Inc.(MHC)	King, Skagit, Whatcom, Snohomish, San Juan, Island
Becky Boutilier boutibm@dshs.wa.gov	(360) 725-1639	IPND Manager	
Denise Davidson daviddd@dshs.wa.gov	(360) 725-1637	SSI Adjustment Specialist	
Penny Dow dowpl@dshs.wa.gov	(360) 725-1636	FQHC/RHC Coordinator Regence Blue Shield (RBS)	Benton, Franklin, Walla Walla, Columbia, Garfield, Thurston, Mason, Lewis
Agnes Ericson ericsa@dshs.wa.gov	(360) 725-1625	Kaiser Foundation Health Plan (KHP) Columbia United Providers (CUP)	Okanogan, Grant, Ferry, Stevens, Pend Oreille, Adams, Clark, Skamania
Alan Himsl himslaj@dshs.wa.gov	(360) 725-1647	Group Health Cooperative (GHC)	Clallam, Jefferson, , Kitsap, Pacific, Grays Harbor, Cowlitz, Wahkaikum
Brett Lawton lawtobl@dshs.wa.gov	(360) 725-1640	Community Health Plan of Washington (CHPW)	Chelan, Douglas, Kittitas, Yakima, Klickitat
Aaron Konrad konraar@dshs.wa.gov	(360) 725-1644	IPND Office Assistant	
Michael Paulson paulsmj@dshs.wa.gov	(360) 725-1641	Managed Care Contracts Coordinator	
Michelle Senn sennmr@dshs.wa.gov	(360) 725-1643	Systems Manager	

This is a blank page.

HO/SCHIP Service Areas 2003



 Shaded Counties represent counties where enrollment in managed care is voluntary (not mandatory) either because there is only one plan or because the contracted plans do not have sufficient capacity. Asotin county is FFS.

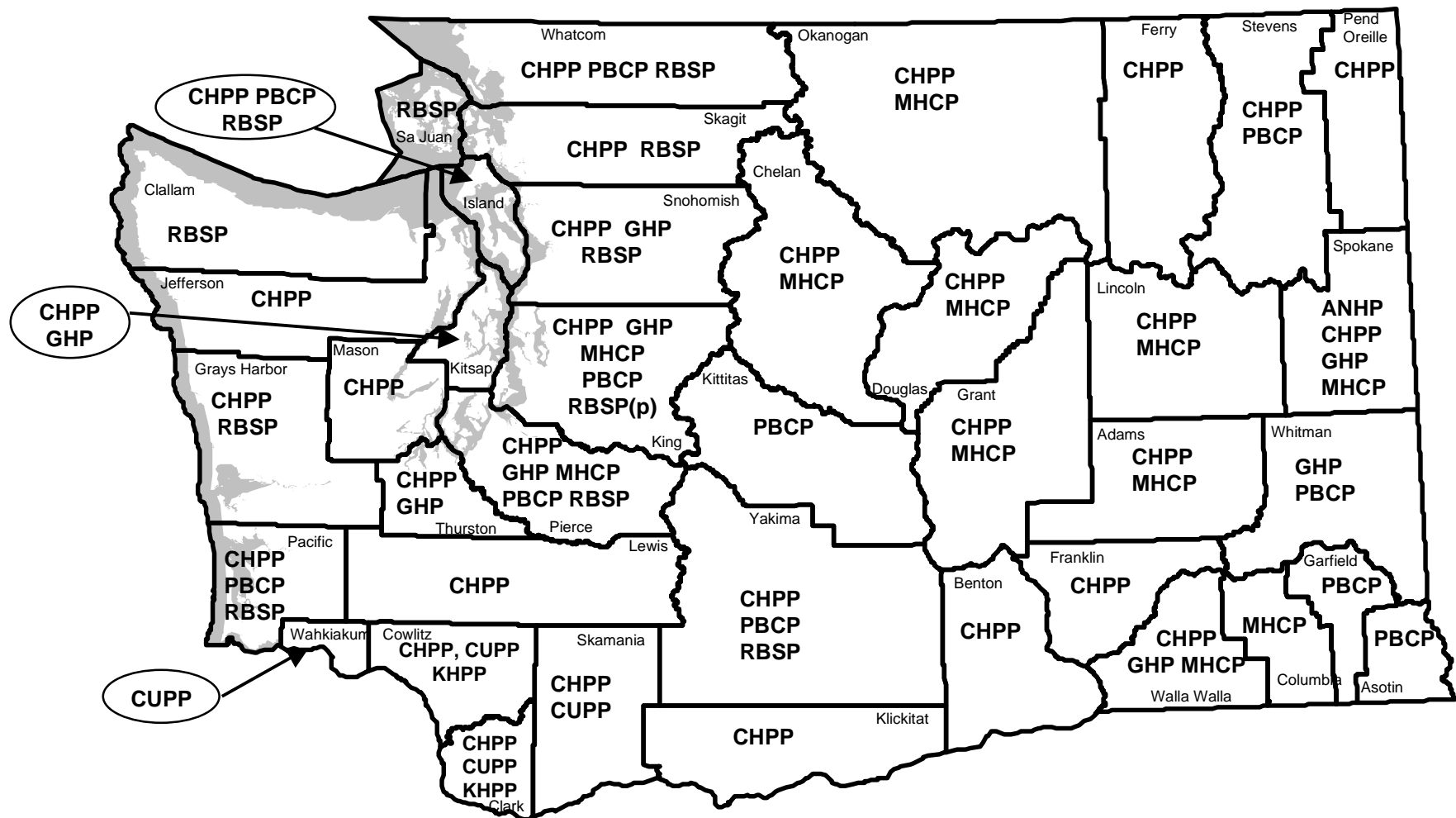
(p) Indicates plan is not serving the entire county, only certain zip codes.

Updated 10/30/02mrs

Year 2003 HO/CHIP
Plan numbers and Abbreviations

ANH	7502685	Asuris Northwest Health Plan
CHPW	7502453	Community Health Plan of Washington
CUP	7500416	Columbia United Providers
GHC	7502602	Group Health Cooperative
MHC	7500952	Molina Healthcare of Washington, Inc.
PBC	7502586	Premera Blue Cross
RBS	7502677	Regence Blue Shield

Basic Health Plus Service Areas 2003



(p) Indicates plan is not serving the entire county, only certain zip codes

Updated 10/30/02mrs

Year 2003 Basic Health
Plan numbers and Abbreviations

ANHP	7502693	Asuris Northwest Health Plan
CHPP	7502495	Community Health Plan of Washington
CUPP	7500630	Clark United Providers
GHP	7502610	Group Health Cooperative
KHPP	7500499	Kaiser Foundation Health Plan
MHCP	7502511	Molina Healthcare of Washington, Inc
PBCP	7502594	Premera Blue Cross
RBSP	7502503	Regence Blue Shield

This is a blank page.



State of Washington
DEPARTMENT OF SOCIAL AND HEALTH SERVICES
PO Box 9245, Olympia, WA 98507-9245

Change Service Requested

PRSRT STD
US POSTAGE PAID
WASHINGTON STATE
DEPARTMENT OF PRINTING